

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Counsellor</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 4
Business Unit/Program:	Adolescent & Family Connections
Reports to:	Program Manager
Position purpose:	<p>Provide early intervention and ongoing support to young people at risk of homelessness or who are already homeless, and their families. These may be young people who are residing at our youth accommodation program or adolescents and families in the wider community the position involves the provision of individual counselling, family counselling, support, group work programs and provision of information and supported referrals to residential.</p>

## Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies,</li> </ul>	<ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> </ul>

<p>procedures and supporting documents to practice as required by the role.</p> <ul style="list-style-type: none"> <li>Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Client Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>Respond to referrals or approaches to the services to the program from internal programs, DCJ, other services, families and individuals.</li> <li>Work with referred individuals to determine eligibility requirements and intake and assessment processes.</li> <li>Schedule ongoing counselling sessions with whole families or individuals that is collaborative and client driven in an outreach environment including homes.</li> <li>Develop supportive and professional relationships with clients</li> <li>Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to all of the for the effective provision of support and information to clients.</li> <li>Develop and conduct a range of group counselling sessions for families/adolescents on a range of relevant topics.</li> <li>Provide unscheduled support to families/adolescents in times of crisis including over the phone support</li> <li>Advocate on behalf of families/adolescents in times of crisis including DCJ, OCH, Housing etc.</li> </ul> <p>Conduct ongoing assessment of the needs of the family to determine the continuing needs for counselling services and referral to other services as needed.</p>	<ul style="list-style-type: none"> <li>Referrals or walk-ins are responded to in a timely manner.</li> <li>Thorough initial meetings are conducted resulting in eligible families being entered into the program.</li> <li>Support is provided for adolescents and families in accordance with the Mission Australia guidelines with positive results and outcomes.</li> <li>Professional and support relationships are forged with families</li> <li>Influential relationships are created with external bodies for the development for the service and advancement of needs of families.</li> <li>Group sessions are conducted with a professional and well-structured approach, with quality outcomes and positive feedback from families involved</li> <li>Advocacy is provided where needed.</li> <li>Ongoing counselling is provided for families/adolescents where needed or referral is made to other appropriate continuing services.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Program Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>Participate in a range of interagency meetings, steering committees and other forums in order to share information and</li> </ul>	<ul style="list-style-type: none"> <li>Effective contribution is made to relevant forums with consequent development in the service and the position of families in the community</li> </ul>

<p>best practice and highlight the needs of families and adolescents in the community.</p> <ul style="list-style-type: none"> <li>• Collate and prepare a range of reports and documentation as per requirements of funding body and MA</li> <li>• Actively participate in clinical supervision, AFC association development programs and peer and team development activities</li> <li>• Facilitate programs to young people and/or their families</li> <li>• Staff must contribute to site meetings, team meetings, performance discussions, promotional meetings and service development activities as required</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are presented accurately and in a timely manner</li> <li>• Development activities are fully engaged in</li> <li>• Staff member has delivered groups in line with service requirements</li> </ul>
<b>Key Result Area 4</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• All clients have correct documentation including intake, case notes, exit plan etc.</li> <li>• All documentation for clients are to be entered into MA Connect</li> <li>• Adhere to all relevant internal and external policy and procedures and statutory and contractual requirements.</li> <li>• Any reasonable request from Program Manager/Area Manager is adhered to.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are trained in MA Connect and all client information notes are on MA Connect correctly and in a timely manner.</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards

- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualifications eg: psychology, social work
- Understanding of youth homelessness and other issues relevant to young people
- Demonstrated experience in working therapeutically in partnerships with young people and their families
- Demonstrated experience in facilitating groups.
- Ability to network and develop effective working relationships t all levels for the community
- Willingness to work from a strength based, solution focused perspective
- High level written and verbal communication skills
- Proven ability to be able to work in a team environment and independently
- Experience in the provision of individual counselling and group workshops
- Efficient in computer operations as well as verbal and written communication
- A current driver's license

### Key challenges of the role

- The ability to provide a tailored response to clients, including working with individuals and their families.

## Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

## Approval

Manager name

Approval date